किस तरह की दिक्कते हैं। देश भर मे इसे लागू करने में कई तरह की कठिनाइयां हैं। यह इतना बड़ा ट्रेड हैं, इसमें इतना अधिक इम्पालयमेंट है, इतने अधिक लोग इसमें लगे हुए हैं, उन सबका ख्याल रखना होगा क्योंकि हम उन्हें कोई नया रोजगार तो दे नहीं पा रहे हैं इसलिए जो इसमें लगे हुए लोग हैं, उनको भी देखना है। इसके अतिरिक्त गोल्ड की प्योरिटी के संबंध में एक सिस्टम इस देश में सदियों से चल रहा है। मैं यह मानता हूं कि गांव में कई ऐसे सर्राफ हैं जो परिवार के सर्राफ होते हैं, जिन पर उन्हें विश्वास होता है तथा उन्हें मालूम होता है कि कौन सा सर्राफ ठीक है, कौन सा ठीक नहीं है। हिन्दुस्तान में कचौड़ी कहां अच्छी मिलेगी, नमकीन कहां मिलेगी, मिठाई कहां मिलेगी, सोना कहां अच्छा मिलेगा, यह सब उन लोगो को मालूम होता है। इसलिए ऐसी बात नहीं है कि पूरे व्यापार में गड़बड़ी है; व्यापार में अगर गड़बडी होती है तो लोगों को मालूम होता है कि हमें इस आदमी से सोना नहीं लेना है और अच्छे सर्राफ का भी उन्हें मालूम होता है सभापति जी, आप तो जानते हैं कि आप जिस इलाके में रहते हैं, वहां भी लोगों को मालूम होता है कि कौन सा सुनार ठीक है और कौन सा सुनार ज्यादा मिलावट करता है।

श्री सभापति: फिर तो सरकार को भी पता होगा।

श्री शरद यादव: मैं मानता हूं कि इस ट्रेड में कई गड़बड़ियां हैं लेकिन जो लोग सदियों से इस ट्रेड में लगे हैं, उनको मालूम है कि कौन ठीक है, कौन ठीक नहीं है। हां, उसे कैसे व्यवस्थित किया जाए और कहीं इंस्पेक्टर राज फिर से न आ जाए तो लोगों के धंधे को बंद करा दे, यह भी देखना बहुत जरूरी है। इसके अतिरिक्त हालमार्किंग के मामले में, लोगों को प्योर सोना मिले, इस संबंध में तथा व्यापार, रोजगार, धंधे, इन सबको देखकर आगे बढ़ा जाएगा। पूरे देश में लागू करने का सवाल नहीं उठता है। धीरे धीरे, शनै: शनै: इसे कैसे ला सकते हैं, इस पर जरूर विचार किया जाएगा।

Telephone Directory for Delhi and Mumbai

* 342. SHRI DINESH TRIVEDI† :
SHRI P.K. MAHESHWARI :

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state :

(a) whether it is a fact that in spite of a large number of changes in telephone numbers in Mumbai, Delhi and all metros and the directive of the Hon'ble Supreme Court of India to make directories available to the telephone subscribers annually, the main telephone directories for Delhi and Mumbai have not been published since 1999 and 2000 respectively;

(b) what steps MTNL has taken to ensure that telephone directories are made available to the subscribers of Delhi and Mumbai in time on a regular basis; and

†The question was actually asked on the floor of the House by Shri Dinesh Trivedi.

(c) whether Government have examined the feasibility of bringing out the directories by fixed dates?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI ARUN SHOURIE): (a) to (c) A Statement is laid on the table of the House.

Statement

(a) to (c) Sir, in MTNL, Delhi, tne last issue of directory was published in 2000. In MTNL Mumbai, the last main directory was published in 1999. The supplement 2001 has also been printed and distributed to subscribers in 2002 by MTNL Mumbai.

In MTNL Delhi and Mumbai, tenders for six year period, are now being processed for bringing out directories every two years (main directory every alternate year and in the intervening period a supplementary directory).

Meanwhile steps have been taken to make information available, which is normally contained in the printed directory, in other formats:-

(i) IN CD ROM (priced concessionally at Rs. 50/-), which is updated at least once in a year and is available at all Customer Service Centre/Sanchar Haat of MTNL.

(ii) On internet website of MTNL, (www. mtnl.net.in) which is updated online.

(iii) Toll-free Directory Information Service through '197'.

According to information available, there is no directive of the Hon. Supreme Court of India to make directories available to the telephone subscribers annually. However, the guidelines of Department of Telecom, which are applicable to MTNL do provide that telephone directories be printed every alternative year and in the intervening period, a supplementary directory be printed and made available to subscribers.

SHRI DINESH TRIVEDI: Sir, at the outset, although this question relates to telephone directories in Delhi and Mumbai, yet, I am sure, the hon. Minister and yourself would appreciate that a similar situation is prevalent all over the country. The statement of the hon. Minister has two aspects. The first aspect does answer my question. "Yes, on publication of directories, a backlog of three or four years is there."

And the second aspect of the statement talks of the sources where we can get the information updated. Sir, today, it is all the more required; every day the telephone numbers are changing. Whether two is added or five is subtracted, or it is becoming an eight-digit number, it is a constant change. You will appreciate that the telephone directories are not only the source for telephone numbers, but we look into the telephone directory for several other reasons as well, like, finding out addresses and things like that. So, Sir, my supplementary is: Why is it that the supply of telephone directories has been delayed by three years or so? No. 2: Would you consider bringing it every six months instead of one year? And, the second part of it is, when you talk about getting the information in CD ROM, I would like to know how many citizens of this country, who have telephones, have a computer also.

SHRI ARUN SHOURIE: Sir, it is a very important supplementary. It is true that there are delays of two to three years in the production of directories. This delay used to be five years; it has now cut down to two to three years. In Delhi, the directory was printed last in 1999, and its supplement was printed in the year 2000. In Mumbai, it was printed in 2000 and the supplement was printed in 2001. Under the existing guidelines, the main directory has to be published every second year that is, the alternate year, and in the meantime, a supplement has to be brought out. The problem is arising because of several reasons. One of the reasons, I think, is the cost of the directory. Now, it is in four volumes, and each time it is printed, it costs about Rs. 60 crores. Now, for instance, for Delhi, the contract has just been finalised, and it is going to cost the MTNL, for Delhi and Mumbai, a sum of Rs. 328 crores. And, as per a judgement of the Chennai High Court in 1992, these will have to be given free. They had said, "You give them free till you print a new one." But, since 1992, no Government has been able to levy even a nominal charge on this. Each directory's production is costing Rs. 161—165. Now, there are several solutions to this. One of the solutions is, a tender has been floated in February, 2003, for MTNL, and we hope to finalise it this month. And, by the end of the year, in both cases, certainly in Delhi, a new directory will be available. Also, the order last time was for 16 lakh copies. But a large number of copies remained unpicked because actually now, the people don't want to pick up the four volume of the directory. Trivediji was right in saying that the people need the directory. But we have found

that the directories are not being picked up, and in the first two years, nearly 70 per cent of the customers did not pick up their directories. The order this time is for 10 lakh copies. If more need arises, we will order for more. There are several steps which can be taken. I will explain more when the other Members put their supplementaries.

SHRI DINESH TRIVEDI: It is all the more the reason why the MTNL should come up and update it at the earliest. Earlier, when these guidelines were laid down, It was a monopoly. Now the private sector also has come into play. Sir, the hon. Minister has referred to the Chennai High Court. Now, the Tata Yellow Pages had gone to the Court, and the hon. Supreme Court, in its order pertaining to the Tata Yellow Pages versus the MTNL, has given certain specific guidelines.

Today, the Yellow Pages are being used for commercial purposes. I am sure, the hon. Minister who is very dynamic, can consider getting more advertisements in the 'yellow pages' part, and give it to the people free of cost, as it had always been done in the past. Will the hon. Minister consider this suggestion?

SHRI ARUN SHOURIE: Mr. Chairman, Sir, this is a very important suggestion. As you know, earlier, the yellow pages used to be printed as a part of the directory. Then, the Tata Press decided to print the Yellow Pages on its own, and distribute the Yellow Pages free of cost. Then, the MTNL had protested in this case, and TATAs had taken it to the Supreme Court. In 1995, the Supreme Court said that they could also print. Unfortunately, in my view, the decision was taken that, then, the MTNL and the BSNL will not print their own Yellow Pages. This was not necessary. The Supreme Court, Mr. Trivedi has implied, did not bar the MTNL from doing this. I will be working with the MTNL to see as to why they do not want to enter into this commercial activity and thereby make some profits; distribute the 'yellow pages' free; and subsidise the directory by some way.

Secondly, the hon. Member is right that the main directory itself should be able to have some advertisements. This is the practice, which is prevalent all over the world. It helps in subsidising the cost of production of directories. We will be considering this suggestion.

Sir, as Mr. Trivedi had asked as to how many people have computers, with your permission, I would just like to mention that the MTNL—

because of the delay in the production of directories, and precisely because of the rapid change in numbers—have four other alternative means to access the information. There is a '197' call for directory service. Now, in a place like Delhi, 250 seats have been organised for answering customers' calls. Secondly, there are two numbers, that is, 1951 and 1952, by which the information regarding the change in numbers can be accessed by voice, without any human intervention. And, in that, you will be happy to know, 70,000—80,000 calls are answered per day on that count. Thirdly, all the new numbers have been put on the MTNL's website. I was myself very happy to note that almost 21 lakh customers access that website every month. So, that partly indicates that computers and telephones are becoming synonyms in this way. As you rightly said, Sir, it is also available on the CD-ROM, which is distributed for Rs. 50 only. The website is updated all the time. The CD-ROM is updated not every three months, but every month.

DR. A. K. PATEL: Mr. Chairman, Sir, the Ahmedabad Directory had not been published since 1997. I would like to know from the hon. Minister when he is going to publish it.

SHRI ARUN SHOURIE: Sir, with your permission, I would try to explain as to what really happened in this case. It is right that the contract for printing the Ahmedabad Directory was given in 1994, and it was printed in 1997 for the year 1995-96. Then, a judgement came from the Madras High Court that the directories must be distributed free of cost. In 1995, there was another judgement that the Yellow Pages can be printed by TATAs on their own, and distributed free. The result was that the person, who had taken the contract for printing the Ahmedabad Directory, said, "I cannot print dirctories from 1998 onwards because it will not be economic." He refused to print the 1998-99 directories at old rates. Then, the district authority of the BSNL took the matter to the court that the contractor must honour his contract. It went to Arbitrator. The Arbitrator awarded in the favour of contractor. The Ahmedabad Telephone District, then, went to the City Civil Court to have the Arbitrator's award set aside. The contractor, then, moved to the High Court, which went in his favour.

The BSNL then moved the Supreme Court. Meanwhile, a second tender was floated, and, unfortunately, the same contractor became L1. Under the CVC rules, you have to award the contract to the same person.

The Government then took legal advice, and the legal advice was, "No; as he is in a dispute and as he has defaulted in the previous contract, do not award him the contract." Therefore, this contract was allowed to lapse. This tender was allowed to lapse, and a third tender was floated and this person was not permitted to bid. He, therefore, moved the Delhi High Court and he obtained a stay. Now, what has happened is that an out-of-Court settlement has been arrived at, and all cases have been withdrawn by the third parties. He will forgo the award of the arbitrator, and he will print the directory in this financial year for Ahmedabad at the second tender rate which he had refused when he was the L1. If he does not print, the security deposit of five per cent of the tender will be forfeited. ...(Interruptions)...And, then, again, he might go to the court. But, Sir, I hope, in this financial year, we will be able to print it again.

श्री रमा शंकर कौशिक: सभापति जी, मेरा प्रश्न इस प्रश्न से थोड़ा हटकर है क्योंकि उन्होंने जो प्रश्न किया था वह महानगरों के संबंध में किया था। सभापति जी, मैं आपकी अनुमति से प्रश्न पूछना चाहता हूं और माननीय मंत्री जी की योग्यता पर विश्वास करते हुए मुझे आशा है कि मेरी जिज्ञासा शांत होगी। मैं कहना चाहता हूं कि देहातों और कस्बाई इलाकों में भी उपभोक्ता हैं। देहातों का एक-एक एक्सचेंज ऐसा हो गया है कि वह डेढ़ सौ, दो सौ वर्ग किलोमीटर तक फैला हुआ है। एक-एक एक्सचेंज इतनी दूर तक फैला हुआ है लेकिन आपसे दो-चार साल की बात क्या करें, वहां कभी-भी डायरेक्ट्री नहीं मिलती है। मैं आपके मार्फत माननीय मंत्री जी से जानना चाहता हूं कि इन कस्बाई इलाकों और देहातों में जो बड़ी संख्या में उपभोक्ता हैं, जिनके एक्सचेंज भी बहुत बड़े वर्ग किलोमीटर की लंबाई-चौड़ाई में फैले हुए हैं, क्या आप कृपापूर्वक उन्हें डायरेक्ट्री देने की व्यवस्था करेंगे?

श्री अरुण शौरी: यह बहुत इम्पोर्टेन्ट प्वाइंट है क्योंकि जो बहुत बड़ी एक्सपैंशन हुई है वह मेट्रोपोलिटन एरियाज के बाहर ही हुई है और गवर्नमेंट का स्पेशल एम्फेसिस है कि रूरल टेलीफोनी बढ़े। इसके लिए एक बिल भी लोकसभा में पेश किया गया है। सभापति जी, यह आपके यहां अगले हफते आएगा। इसमें डायरेक्ट्री की बात ऐसी है कि अंडर दि रूल बी.एस.एन.एल. को प्रिंट करनी है। मैंने सर्वे किया था, यह आप जब चाहें मैं आपको दे दूंगा। स्टेटवाइज और शार्ट डिस्टेंस चार्जिगं एरिया होता है, उसके लिए क्या सिचुएशन्स हैं, यह दस पेज की लिस्ट है, मैं आपको भिजवा दूंगा। इसमें आपको हरेक एरिया की जानकारी मिलेगी लेकिन शार्ट प्वाइंट यह है कि मेट्रोपोलिटन एरियाज में जितना डिले हुआ है वह अभी तक और जगह पर नहीं हुआ है, क्योंकि वहां फेज डायरेक्ट्री पब्लिश हुई हैं। ये सारी की सारी तकरीबन करंट हैं। मतलब यह है कि आल्टरनेट ईयर्स में जो पब्लिश होनी चाहिए उसी दायरे में हैं। अगर आपके पास कोई स्पेसिफिक इंसीडेंट है, जिसमें डायरेक्ट्री नहीं मिल रही है, प्लीज आप मुझे बताइए, मैं इसके बारे में जरूर कुछ काम करूंगा।

श्री राम नाथ कोविन्द: सभापति जी, हम सब लोग जानते हैं कि लेटेस्ट और अप-टु-डेट टेलीफोन डायरेक्ट्रीज के अभाव में दिल्ली और मुंबई के सब्सक्राइबर्स को कितनी परेशानी होती है। जो बात मेरे दोस्त रमा शंकर कौशिक जी ने उठाई है वह बहुत महत्वपूर्ण है। ये जो रूरल टाउन्स में है-197 की सर्विस दिल्ली, मुंबई और अदर मेट्रोपोलिटन एरियाज में अवेलेबल है But this service is not available in the rural telephone exchanges. मेरा प्रश्न छोटा सा है क्या मंत्री जी-रेग्युलर प्रिंटिंग की बात तो इन्होंने कही है लेकिन रेग्युलर अवेलेबिलिटी टु दि सब्सक्राइबर्स, he has not mentioned that in his reply. मेरा प्रश्न यह है कि जो टेलीफोन प्रिंटिंग की सैंट्रलाइज स्कीम्स हैं क्या इसे डीसैंट्रलाइज नहीं किया जा सकता है? जो दिल्ली और मुंबई जैसे मेट्रोपोलिटन सिटीज में टेलीकॉम डिस्ट्रिक्ट्स हैं, अगर इंडिया में इतने टेलीकॉम डिस्ट्रिक्ट्स हैं और उन्हें हम डिस्ट्रिक्टवाइज प्रिंट करते हैं। तो क्या टेलीकॉम डिस्ट्रिक्ट्स के आधार पर डीसैन्ट्रलाइज्ड प्रिंटिंग नहीं की जा सकती है? सर, दूसरा मेरा इसी से जुड़ा हुआ प्रश्न यह है कि मोबाइल फोन का आजकल बहुत प्रचलन हो गया है, तो क्या वीएसएनएल की अपनी मोबाइल्ज़ की जो सर्विसेज़ हैं, क्या उसके लिए इनकी भी कोई योजना है कि मोबाइल्ज़ की डायरेक्टरी भी प्रिंट की जाए?

श्री अरुण शौरी: सर, एक्च्युअली मैं लास्ट क्वचन से शुरू करता हूं कि हम में एक यह जो भावना है कि डायरेक्टरी के न होने के कारण बहुत परेशानी होती है, तो वह कुछ हद तक ही ठीक है, क्योंकि आप देखेंगे कि अब तकरीबन डेढ़ करोड़ सेलुलर फोन हो गए हैं जिनका लोग इस्तेमाल कर रहे हैं और उसके लिए कोई डायरेक्टरी नहीं है, क्योंकि हरेक की 100-200 आदमियों की अपनी-अपनी प्राइवेट डायरेक्टरी बन जाती है और 5-6 जगह, जैसे कोई हॉस्पीटल या पुलिस वगैरह के महत्वपूर्ण नंबर होते हैं तो उन्हें वे स्वयं फीड कर देते हैं और इस समय मोबाइल एक्सपेंशन भी बहुत तेजी से हो रहा है। आप देखेंगे और यह खुशी की बात है कि जून और जुलाई में 16 लाख और 19 लाख नए सेलुलर फोन आए हैं। अब इस रफतार पर जब फोन आ रहे होंगे तो आप कैसे डायरेक्टरी को प्रिंट करते जायेंगे और यदि करेंगे तो उसमें कास्ट भी बहुत ज्यादा हो जाएगी। इसमें शायद जब सिचुएशन थोड़ी सी स्टैबलाइज़ कर जाएगी तब ऐसा करेंगे। अब जहां तक रेगुलर अवेलेबिलिटी की बात है, सर, मैंने आपसे पहले भी जिक किया कि एक्च्युयली मुश्किल एमटीएनएल वगैरह की यह हो रही है कि जो रेगुलर कस्टमर है वह डायरेक्टरी उठा ही नहीं रहा है, वह उसे ले ही नहीं रहा है, मगर अब जब प्रिंटिंग हो जाएगी तो उसके बाद इसके लिए भी कोई इतनी दिक्कत नहीं होनी चाहिए। जहां तक मुझे ख्याल है प्रिंटिंग डीसैन्ट्रलाइज्ड ही होती है, सर, मुश्किल दूसरी है कि जो इन डायरेक्ट्रीज़ को प्रिंट करने वाले कान्ट्रैक्टज़ आगे आते हैं वे इंडिया में सिर्फ चार-पांच पार्टीज़ ही हैं, जो हरेक जगह जहां भी आप प्रिंट करना चाहें कान्ट्रेक्ट के लिए पहुंचती हैं। कोई पुणे की फर्म होगी, कोई 4-5 और फर्म्स होगी। वे ही हर जगह पहुंच जाती हैं। उनके कम होने के कारण ऐसा है। वैसे प्रिंटिंग के कान्ट्रैक्ट्स डीसैन्ट्रलाइज्ड ही हैं। मगर जो प्रिंटिंग करने वाले हैं उनकी उतनी क्षमता ही नहीं है कि वे रेगुलरली उतनी तेजी से प्रिंट कर सकें।

SHRI SWARAJ KAUSHAL: Mr. Chairman, Sir, the Minister is answering only relating to directories, relating to the MTNL telephones. Sir, when we go abroad, say, London, or, New York, the directories are not limited to service providers; they are concerning the town. Now, when you mention about the MTNL directory, there are a couple of other service providers like TATA, Reliance, and so on. There is a need for you to come forward with a comprehensive directory. Is it that one has to keep six directories? Well, how does one know that one has a Reliance number of a TATA Telecom number or MTNL number or a BSNL number? There should be a comprehensive directory, no matter who the service provider is, so that one is able to locate the proper telephone number of a person, instead of going to each directory, well, let me check Reliance, then MTNL, then TATA, then a fourth service provider; I mean, this is totally inconvenient. The directory should relate to a town, not to a service provider. So, why are you going in for only the MTNL directory? Why not a comprehensive directory for the town?

SHRI ARUN SHOURIE: Sir, that is a very important suggestion. Because the question related to the MTNL directories for Delhi and Bombay, I had given that particular answer. But you are right. Sir, there is a provision under the guidelines, and I will just mention it: "That the rule for the private operators is: (1) that it is mandatory for them to have a computerised directory inquiry information and assistance service; (2) that they may print the directory, if required, at their own discretion and cost." But, you are completely right, Sir, we will explore the possibility, whether, by cooperation amongst service providers, a comprehensive directory for the town can be built in or not. It is a very good suggestion; we will, certainly, work towards that.

SHRI S.P.M SYED KHAN: Sir, I would like to know from the hon. Minister whether the Government has any proposal for providing directories for private cellular phones.

SHRI ARUN SHOURIE: Sir, as I mentioned, there is no proposal as yet for providing directories for private cellular services, because, partly, as I mentioned, Sir, because the rate of growth of service is so rapid that no printed directory would be worthwhile. We must, Sir, just remember in the context of environment also that printing the directory

costs many trees. I was just requesting my friends to calculate the cost involved in this process. Sir, printing a single year of MTNL's directory requires almost 12,000 tonnes of paper, and you can calculate how many types of trees would have to be fallen for providing that kind of pulp for making that kind of paper. And, if this was to be done every month to keep up with cellular services, then we will be deforesting India very soon.

SHRI RAMA MUNI REDDY SIRIGIREDDY: Sir, the hon. Minister was just now mentioning about the cost involved in printing of directories. I would like to know whether an enquiry has come for advertisements in the latest version of directories. If yes, then what amount are you expecting from the advertisements?

SHRI ARUN SHOURIE: Sir, I was told by the CMD, MTNL that they are exploring the question. They have actually put forward a proposal to the Telecom Commission that we should do away with directories altogether because of these difficulties. But, the alternative is to introduce advertising and so on, but I do not know what rates would be economical, at what rates we will be able to get adequate advertising because it is not a question of just announcing the rates, but it is a commercial decision which will be taken, Sir, by the MTNL and, subsequently, by the BSNL for the other directories in the country.

सूचना उद्योग के कारोबार में वृद्धि

*343. **श्री राजीव रंजन सिंह 'ललन' :**

श्री कपिल सिब्बल:

क्या संचार और सूचना प्रौद्योगिकी मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या यह सच है कि सूचना प्रौद्योगिकी उद्योग द्वारा किये जा रहे कुल कारोबार में लगातार वृद्धि हो रही है;

(ख) यदि हां, तो वर्ष 2002-2003 के दौरान देश में तथा विदेश में इस उद्योग का कुल कितना कारोबार हुआ; और

(ग) यह कारोबार पिछले वर्ष की तुलना में कितना अधिक है?

संचार और सूचना प्रौद्योगिकी मंत्री तथा विनिवेश मंत्री (श्री अरुण शौरी): (क) से (ग) एक विवरण-पत्र राज्य सभा के पटल पर रख दिया गया है।

† सभा में यह प्रश्न श्री राजीव रंजन सिंह 'ललन' द्वारा पूछा गया।